

Annual Activity Report

1 October 2018 – 30 September 2019

The following is the Annual Report containing information as requested under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

The number of domestic disputes and cross-border disputes ABTA has received and the type of complaints to which the domestic disputes relate.

During the period of 1 October 2018 – 30 September 2019 ABTA received 13,498 domestic disputes and 0 cross border.

The 'type' of complaints given by customers;

1. Not as booked.
2. Unsatisfactory Hotel.
3. Illness.
4. Building works.
5. Service from travel company.
6. Misleading advert.
7. Poor Health & Safety.
8. Lack of facilities.
9. Cancellation of holiday.
10. Misleading advice.

A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders.

There has been no systematic or significant problem for the period of 1 October 2018 – 30 September 2019.

The number of disputes which ABTA has refused to deal with.

0

The percentage of ADR procedures which were discontinued for operational reasons.

0

The average time taken to resolve domestic disputes and cross border;

On average, it took 84 days for domestic disputes to be resolved from when the case was created.

ABTA did not deal with any cross-border disputes.

The rate of compliance, with the outcomes of the alternative dispute resolution procedures.

Not known

The co-operation, of any ADR entities which facilitate the resolution of cross-border disputes;

This is not applicable